

This listing of claims will replace all prior versions, and listings, of claims in the application:

Listing of Claims:

2. (previously amended) A method of providing customer service interactions via a communications network, comprising:
 - receiving a comment about a company or a company's products and services from a consumer of the company;
 - storing the comment;
 - providing access to the comment via the communications network;
 - sending notification to the company that the comment has been received;
 - receiving a query from the company;
 - receiving a response to the comment from the company;
 - storing the response from the company; and
 - providing access to the response via the communication network.
3. The method of claim 2, wherein said receiving a query from the company further comprises forwarding the comment to the company.
4. The method of claim 2, further comprising:
 - sending notification to the consumer that a response has been received;
 - receiving a query from the consumer; and
 - forwarding the response to the consumer.

5. (currently amended) The method of claim ~~21~~, where in the comment comprises an evaluation of the company or the company's products and services and a quantitative rating, wherein said quantitative rating is based on a rating scheme.

6. The method of claim 5, wherein the evaluation comprises any combination of remarks, statements, criticisms, complaints, compliments, feedback and suggestions.

7. (currently amended) The method of claim ~~21~~, further comprising rating a plurality of companies based upon a plurality of comments received from a plurality of consumers.

8. The method of claim 7, further comprising:
assigning a value to each comment;
compiling the values of comments received for each company;
ranking the plurality of companies based on the compiled values; and
providing access to company ratings and rankings via the communication network.

9. The method according to claim 7, further comprising:
sorting comments received based on comment type;
assigning numeric values to each comment;

compiling comments by adding the numeric values for each comment type
for each company;
providing access to the compiled comments via the communication
network.

10. The method of claim 4, wherein said forwarding the comment to the
company and forwarding the response to the consumer comprises sending notification via
e-mail.

11. (currently amended) The method of claim 2~~1~~, further comprising
providing a data entry form in response to a query from a consumer and said receiving a
comment about a company comprising retrieving the comment from the data entry form.

12. The method of claim 11, where the data entry form is written using
Hypertext Markup Language (HTML).

13. The method of claim 12, wherein the data entry form includes any
combination of JAVA Applet and Active X Control.

14. (currently amended) The method of claim 2~~1~~, wherein said storing the
comments about the company comprises storing the comment in Extensible Markup
Language (XML) document format.

15. (previously amended) The method of claim 3, further comprising:
said storing the comment comprising storing the comment in a database of
a server computer coupled to the communication network; and
said forwarding the comment to the company comprising e-mailing the
comment to the company from the database via the communication network.
16. (previously amended) The method of claim 3, further comprising:
embedding a hyperlink into an e-mail notification;
said sending a notification to the company comprising sending the e-mail
notification to a company; and
said receiving a query and forwarding the comment to the company
comprising providing access to the company in response to selection of the
embedded hyperlink.
17. The method of claim 16, further comprising providing a data form to the
company, and said receiving a response from the company comprising retrieving the
response entered by the company in the data form.
18. The method of claim 17, further comprising:
providing a website and enabling access to the website via the
communication network; and
enabling the company to register at the website.

19. (currently amended) The method of claim 18, further comprising:
providing access to the website in response to said receiving a query upon
selection of the hyperlink; and
requiring ~~forcing~~ the company to register at the website before said
providing a data form to the company.
20. The method of claim 4, further comprising:
said storing the response from the company comprising storing the
response in a database of a server computer coupled to the communication
network; and
said sending a notification to the consumer comprising notifying the
consumer via an e-mail message.
21. The method of claim 20, further comprising:
embedding a hyperlink in the e-mail message and said receiving a query
from the consumer; and
forwarding the response to the consumer comprising providing a data page
to the consumer, including the response from the company in response to
selection of the embedded hyperlink by the consumer.
22. The method of claim 4, wherein said forwarding the comment to the
company and said forwarding the response to the consumer each further comprise

selecting any one of sending an e-mail notification, placing a telephone call, sending a fax, and sending a pager notification.

23. (currently amended) The method of claim 21, wherein the data is transferred according to the Extensible Markup Language (XML) document format and document type definitions (DTDs) specific to the consumer.

24. (currently amended) The method of claim 21, wherein said receiving, storing, sending and providing are performed by a server computer coupled to the communication network, the server computer including a database.

25. (currently amended) The method of claim 21, the communication network comprising the Internet, wherein said receiving, sending and providing are performed via the Internet.

33. A system for providing a customer service intermediary between at least one consumer communication device and a company communication device across a communication network, comprising:

a processor;

a memory device coupled to said processor;

a communication device coupled to said processor and said memory device, that enables communication via the communication network;

a database that is stored and updated in said memory device; and

an application program that is executed by said processor from said memory device comprising:

first code, responsive to a query from the consumer communication device via said communication device that instructs said communication device to send a data entry form to the consumer communication device;

second code, responsive to receiving a data entry form back from the consumer communication device via said communication device that stores a comment from the data entry form into said database; and

third code, responsive to receiving said data entry form back from the consumer communication via said communication device that instructs said communication device to send a notification of the comment to the company communication device.

34. The system of claim 33, the application program further comprising:

fourth code, responsive to a query from the company communication device via said communication device, that instructs said communication device to forward said comment to the company communication device;

fifth code, responsive to a query from the company communication device via said communication device, that instructs said communication device to send a response data form to the company communication device;

sixth code, responsive to receiving a response data form back from the company communication device via said communication device that stores a response from said response data form into said database; and

seventh code, responsive to receiving said response data form back from the company communication device via said communication device that instructs said communication device to send a notification of the response to the consumer communication device.

35. The system of claim 34, the application program further comprising:
eighth code, responsive to a query from the consumer communication device via said communication device, that instructs said communication device to forward said response to the consumer communication device.